

**IDEXX Cornerstone®**

Practice Management System

## Cornerstone 8.0 Installation Guide



Powered by IDEXX SmartLink® Technology

**IDEXX**  
LABORATORIES

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# 1: Introduction

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## Welcome!

Welcome to the new release of the IDEXX Cornerstone® 8.0 Practice Management System. This release includes a number of user-requested enhancements, ease-of-use improvements and new functionality to help grow your practice.



## New Features in Cornerstone 8.0

- **Enhanced Medical Notes and Correspondence** – Staff can now capture medical notes and correspondence in a familiar word processing environment that supports rich text elements and embedded images for a more “visual” experience.
- **Multi-Location/Single Database Configuration** – For practices running multiple businesses or sites and sharing a single database, the Multi-Location/Single Database configuration allows for practice-specific workstation logins, letterhead information on client-facing documents, financial reports and more.
- **Laboratory Support** – Laboratory enhancements include support for IDEXX Canada Reference Labs, support for importing results from HESKA® laboratory analyzers, and support for additional Abaxis® laboratory systems.
- **Imaging Enhancements** – Changes to the Image Explorer and Image Viewer windows make it easier to manage, view and use radiographs.
- **Enhanced Password Security Options** – New password security options offer a higher level of system security for tighter information control to meet regulatory compliance requirements.
- **PetDetect Collars** – These animal identification and tracking collars can be easily printed at check-in time and used to help hospital staff with immediate and positive identification of pets and their belongings.
- **And Much More...**

## Learning About Cornerstone 8.0

We recommend that you take advantage of the following documents and training resources that provide information to help you fully understand and utilize the new features and enhancements in Cornerstone 8.0.

**Note:** For documents provided in PDF format, you will need Adobe® Reader® software to view the file. You can download a free copy of Adobe Reader software from <http://www.adobe.com>.

## Release Implementation Plan

The *Cornerstone 8.0 Release Implementation Plan* outlines a “best practices” approach to the pre- and post-installation tasks that will help your practice prepare for and take advantage of the new features in this release. This document is available in PDF format on the Cornerstone Resource CD.

**What's New**

The *Cornerstone 8.0 What's New* document provides detailed information on new features and enhancements in this release. This document is available in PDF format on the Cornerstone Resource CD and is also accessible from the Cornerstone program group after installing the software.

**Tutorial on Using Medical Notes and Correspondence**

The *Using Medical Notes and Correspondence* training tutorial walks you through several new concepts in Cornerstone 8.0, including an introduction to using the Cornerstone Editor to create medical notes and correspondence documents. This tutorial is available on the Cornerstone Resource CD and is also accessible from the Cornerstone program group after installing the software.

**Other Training Options**

We encourage you to take advantage of the newly updated training options available to your staff. These print-based training files are available on the Cornerstone Resource CD and they are also accessible from the Cornerstone program group after installing the software.

## 2: System Requirements

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### Hardware/Operating System Guidelines

Before installing IDEXX Cornerstone® 8.0 software, please ensure that your system meets the following requirements for optimal performance.

#### Notes:

- IDEXX recommends 1024×768 or 1280×800 resolution for optimal viewing of Cornerstone.
- The Cornerstone Backup Verification Assistant requires one of the following types of backup software: Backup Exec™, Backup MyPC™, TapeWare®, PC Backup, or IDEXX VetVault®.
- Cornerstone 8.0 will not install on a computer that uses Windows® 98 or Windows NT®. If your practice still uses Windows 98 or Windows NT, please call 1-800-283-8386, option 2, to discuss your upgrade options.

### Peer-to-Peer Servers and Stand-Alone Computers

Peer-to-Peer Servers allow up to 6 thick-client workstations. Peer-to-Peer Servers run a non-server operating system.

**Note:** Windows Vista® is supported on Stand-Alone computers and Servers starting with Cornerstone release 8.0.

Hardware/OS	Minimum Required	Recommended
Operating System	◦ Windows® 2000 ◦ Windows® XP Professional ◦ Windows Vista® SP1 Business/Ultimate	◦ Windows XP Professional ◦ Windows Vista SP1 Business
Processor	Intel® Pentium® 4 or AMD Athlon™	Intel® Core™ 2 Duo
Hard Drive	40 GB	250 GB
Memory	1 GB (2 GB for Vista)	2 GB
Backup Device	CD-RW	◦ DVD-RW ◦ IDEXX VetVault®

### Dedicated Servers

Dedicated Servers allow for 7 or more workstations. Dedicated Servers run a server operating system.

**Note:** Servers that will be storing digital images may require more hard drive and backup space depending on usage.

Hardware/OS	Minimum Required	Recommended
Operating System	◦ Windows® 2000 Server ◦ Windows Server® 2003	Windows Server 2003
Processor	Intel Pentium 4 or AMD Athlon	Intel® Xeon®
Hard Drive	80 GB	250 GB
Memory	2 GB	4 GB
Backup Device	◦ DVD-RW ◦ Tape backup (DAT72)	◦ Tape Backup (DAT72, LTO2/3/4) ◦ Removable Disk Drive (RD1000) ◦ IDEXX VetVault

## Thick-Client Workstations Including Laptop and Tablet Computers

Thick-clients are workstations that run Cornerstone locally.

**Note:** Windows Vista is supported on Thick-Client Workstations starting with Cornerstone release 7.6.

Hardware/OS	Minimum Required	Recommended
Operating System	<ul style="list-style-type: none"> <li>Windows 2000</li> <li>Windows XP Professional/Home</li> <li>Windows Vista SP1 Business/Ultimate</li> </ul>	<ul style="list-style-type: none"> <li>Windows XP Professional</li> <li>Windows Vista SP1 Business</li> </ul>
Processor	Intel Pentium 4 or AMD Athlon	Intel Core 2 Duo
Hard Drive	40 GB	80 GB
Memory	1 GB (2 GB for Vista)	2 GB

## Thin-Client Workstations

Thin-clients, also known as terminals, are workstations that run Cornerstone on the server using a Remote Desktop Connection.

**Note:** Thin-clients are not recommended for viewing digital images.

Hardware/OS	Minimum Required	Recommended
Operating System	<ul style="list-style-type: none"> <li>Windows 2000</li> <li>Windows XP Professional/Home/Embedded</li> <li>Windows Vista SP1 Home/Business/Ultimate</li> <li>Other Operating System with Remote Desktop Client</li> </ul>	<ul style="list-style-type: none"> <li>Windows XP Home\Embedded</li> <li>Windows Vista SP1 Home</li> </ul>
Processor	Not Applicable	Intel® Celeron® or Intel® Atom™
Memory	256 MB	512 MB

**Tip:** For detailed up-to-date information on Cornerstone specifications, go to: <http://www.idexxcornerstone.com> and click the **Specifications/Hardware** link.

## Evaluating Your System Configuration

If you are using a Dell™ computer system, Dell provides an online tool to quickly analyze your system and help you determine if your system meets the hardware requirements for this release of IDEXX Cornerstone software.

To use the tool, go to <http://accessories.us.dell.com/sna/DellPartsFamily.aspx> and click the blue **Analyze System** button to start the process.

## 3: Pre-Installation Information

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### Installation Notes

- Installation may take from several minutes to over an hour, depending on your computer configuration, database size and current Cornerstone version.
- If you are upgrading from an **older version prior to Cornerstone 5.6**, call Cornerstone Support (1-800-695-2877) to receive alternate upgrade instructions.
- For workstation installations on **Windows Vista®**, before installation, please review the *Windows Vista – IDEXX Recommended Settings* PDF document on the Cornerstone Resource CD.
- If you are using the **Mobile Computing module**, see “6: Installation for the Mobile Computing Module” on page 19 in this guide.
- If your practice uses the **IDEXX SmartLink® In-House Lab module**, you must shut down the IDEXX VetLab® Station (IVLS), Catalyst Dx® Chemistry Analyzer, SNAPshot Dx® Analyzer and Coag Dx™ Analyzer before installation.
- For practices that use the following **in-clinic laboratory** devices with a serial connection, follow the applicable steps before installation:  
(These instructions do not apply to practices that have the IDEXX VetLab® Station with IDEXX SmartLink® technology.)
  - **IDEXX LaserCyte® Hematology Analyzer** – Close Vetcom32 on the Cornerstone Lab workstation (CTRL+ALT+DELETE to start Task Manager > **Processes** tab > select **Vetcom32.exe** > click **End Process**).
  - **IDEXX VetTest® Chemistry Analyzer** – Close Vetcom32 on the Cornerstone Lab workstation (CTRL+ALT+DELETE to start Task Manager > **Processes** tab > select **Vetcom32.exe** > click **End Process**).
  - **Abaxis® VetScan® Analyzer** – Close Vsccom32 on the Cornerstone Lab workstation (CTRL+ALT+DELETE to start Task Manager > **Processes** tab > select **Vsccom32.exe** > click **End Process**).
- Note that End of Day processing may take longer than usual the first time it is run following the installation of your new release.

### Disabling the Windows Firewall and User Account Control

Before installation, verify that the Windows Firewall and User Account Control (Windows Vista only) have been disabled.

#### Notes:

- A hardware firewall (router) is recommended in place of a software firewall.
- The following instructions assume the Windows Start menu and Control Panel are set to Classic mode.

#### To disable the Windows Firewall in Windows XP:

1. Click **Start > Settings > Control Panel**.
2. Double-click **Windows Firewall**.



3. Select **Off (not recommended)**.
4. Click **OK** and close the Control Panel.
5. Disable any other firewall software.


#### To disable the Windows Firewall in Windows Vista:

1. Click **Start > Settings > Control Panel**.
2. Click **Windows Firewall**.
3. Click **Change Settings**.
4. In the Windows Firewall Settings window, click **Off (not recommended)** and click **OK**.
5. Close the Windows Firewall window and close the Control Panel.
6. Disable any other firewall software.

#### To disable User Account Control (UAC) in Windows Vista:

1. Click **Start > Settings > Control Panel**.
2. Double-click **User Accounts**.
3. Click **Turn User Account Control on or off**.
4. Click **Continue** at the User Account Control prompt.
5. Uncheck **Use User Account Control (UAC) to help protect your computer**.
6. Click **OK** and restart the computer.

### Before You Begin

1. Review the *Cornerstone 8.0 Release Implementation Plan* (on the Cornerstone Resource CD) for important steps that should be taken before installing Cornerstone 8.0.
2. If you plan to install on a Windows Vista workstation that already has a previous version of Cornerstone loaded, you need to uninstall the Cornerstone PDF Printer prior to installing Cornerstone 8.0. To uninstall in Windows Vista, go to **Control Panel** (in Classic View) > **Programs and Features** > select the **Cornerstone PDF Printer** and click the **Uninstall/Change** button.
3. If you are using the Mobile Computing module, bring in and synchronize your mobile computers. (See "6: Installation for the Mobile Computing Module" on page 19 in this guide for more information.)
4. Run End of Day processing and perform your backup.
5. Close any programs that are open, including Cornerstone, on all computers.
6. Close the Cornerstone database engine on the server by right-clicking on the **SQL**  icon in the notification area on your taskbar and selecting **Exit**.

**Note:** To verify the database is closed (in the event the icon is not present), press CTRL+ALT+DELETE and then click **Task Manager**. On the **Processes** tab, select the **dbsrv7.exe** process in the list (for a stand-alone system, select **dbeng7.exe**), click **End Process**, and then click **Yes**.

A message may appear stating that one or more connections are open and verifying that you wish to close the database anyway. If you have verified that all instances of Cornerstone have been closed, click **Yes**.

## 4: Installation on a Server or Stand-Alone Computer

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### Installing Cornerstone 8.0

The steps in this section apply to the following installation environments:

- Server
- Terminal Services server
- Stand-alone computer

If your practice is set up as a multi-computer system, install Cornerstone 8.0 first on the server, then on the workstations. See “5: Installation on Workstations” starting on page 12 for information on the proper installation procedures for Cornerstone workstations.

1. Insert the IDEXX Cornerstone® CD in the CD-ROM drive. If a CD-ROM drive is not available or is not currently functioning, Cornerstone can be installed across the network by running the setup.exe file from a shared network folder.

If the CD does not automatically start, click the **Start** button and select **Run**. Type the letter of the CD-ROM drive followed by **:setup.exe** (e.g., d:\setup.exe) and click **OK** to open the install program.

**Note:** For installations on Windows 2000 Server, a message alerts you to change to install mode. To do this: Click the **Start** button and select **Run**. Type **change user /install** and click **OK**.

An Install IDEXX Cornerstone message asks whether you want to install Cornerstone now.

2. Click **Yes**.

The Extract Cornerstone Setup window appears and displays its progress while extracting the Cornerstone installation files.

3. When the Welcome window appears, click **Next**.

4. Click **I accept the terms of the license agreement** to accept the software license agreement, and then click **Next**.

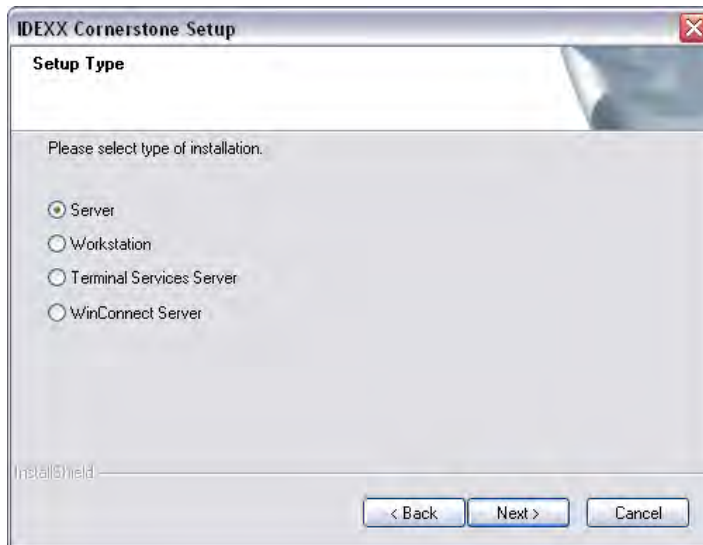
5. On the Activation Key – Edit Data window, do one of the following:

- *For upgrades:* If you are upgrading from a previous version of Cornerstone, the Clinic ID and Key will be filled in automatically. Click **Next**.
- *For new installations or installations with a new key:* If Cornerstone has never been installed on this computer before, type your Clinic ID and Key and click **Next**.



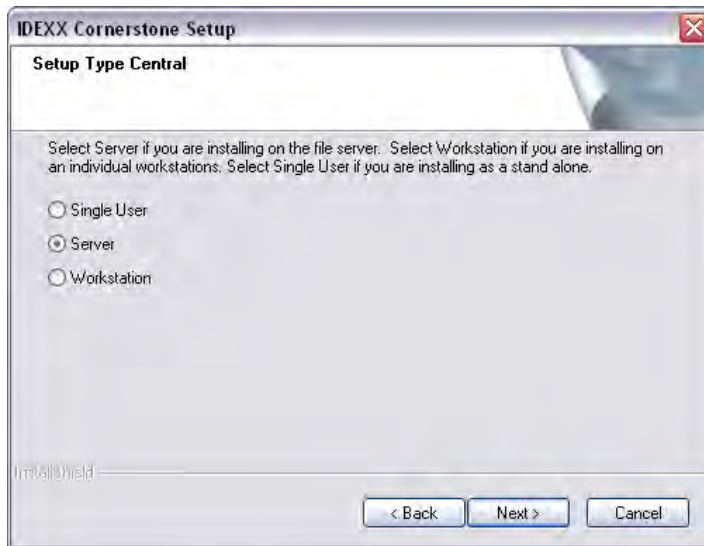
Activation Key – Edit Data window

6. If you are installing a multi-computer system, the Setup Type window appears. On the Setup Type window, do one of the following:
  - *For upgrades:* If you are upgrading from a previous version of Cornerstone, the installation type will be selected for you automatically. Leave this selection at its auto-detected setting and click **Next**.
  - *For new installations:* If Cornerstone has never been installed on this computer, select the appropriate installation type and click **Next**.



Setup Type window

7. If you have purchased the Central/Remote module, the Setup Type Central window appears. On the Setup Type Central window, select the appropriate Central/Remote installation type and click **Next**.



Setup Type Central window (appears only for Central/Remote users)

A message states that the Cornerstone database will be backed up.

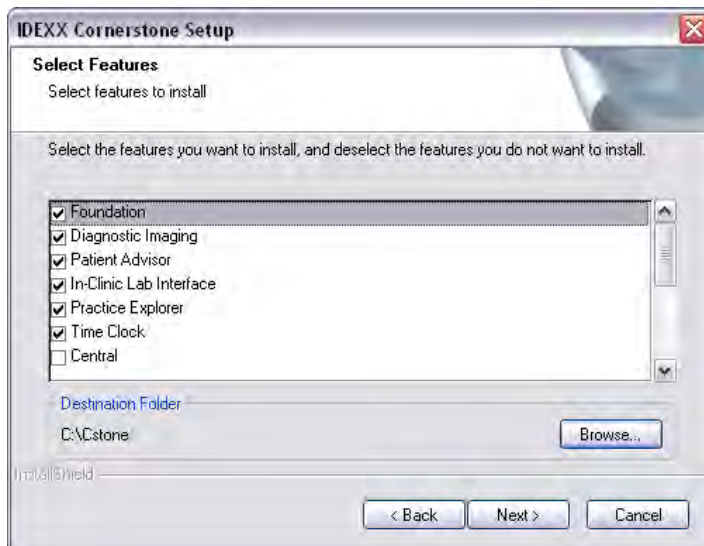
8. Click **OK**.

A message states that the backup was successful.

9. Click **OK**.

The Select Features window appears.

10. On the Select Features window, scroll through the list of Cornerstone modules and ensure that the appropriate modules are selected (the Cornerstone modules you have purchased are automatically selected). We do not recommend deselecting any module.



Select Features window for Cornerstone module installation

**Note:** If you are using Central/Remote, you must click the associated check boxes on the Select Features window. The Central/Remote features are not selected automatically based on the modules you have purchased.

11. Click **Next**.

12. If you have purchased an IDEXX Computed/Digital Radiography module, the Capture Technology window appears. On the Capture Technology window, select **None** and click **Next**. (In most cases, **None** will be selected for you automatically.)

The Start Copying Files window appears.

13. Click **Next**.

**Note:** If a Windows File Protection message is displayed, click **Cancel** to the restoration of the original versions of these files and then click **Yes** that you are sure. These files will not affect stability; the files have been tested by IDEXX and are actually newer versions.

Installation begins. A window displays the installation progress.

14. If your system does not already have the Microsoft® .NET Framework 1.1 installed, a message appears asking if you would like to install it. Click **Yes** to install the Microsoft .NET Framework 1.1 package. Agree to the terms of the license agreement and click **Install**. When the .NET installation is complete, click **OK**.

15. If you have purchased the IDEXX Diagnostic Imaging module, a message appears asking if you want to install DICOM® services. Do one of the following:

- If you currently use DICOM services or plan to do so in the future, click **Yes**.
- If you do not use DICOM services, click **No**.

16. If you are installing on a server or Terminal Services server, a message appears to remind you that the Cornerstone database must be updated after you restart the computer. Click **OK**.


17. On the Setup Complete window, click **Yes, I want to restart my computer now** and then click **Finish** to restart your computer.

**Note:** If you have a Terminal Services server, you will have to restart manually.

18. After restarting your computer, proceed to the “Updating Your Database” section that follows to update your database.

## Updating Your Database

**Note:** For Windows Vista installations, User Account Control (UAC) must be disabled during the update of the database. The update will not start with UAC enabled. See the “To disable User Account Control (UAC) in Windows Vista” section on page 6 for steps to disable UAC.

1. After completing the Cornerstone 8.0 installation and restarting your computer, log on to the server, Terminal Services server, or stand-alone computer as usual.
2. If you are installing on a Terminal Services server and you do not see the **SQL**  icon in the notification area on your taskbar, start the database manually by double-clicking the **Cornerstone Database Server** icon on your desktop.
3. Double-click the **Cornerstone** icon on the desktop or select **Start > Programs > Cornerstone > Cornerstone** to start Cornerstone.

The following message appears: *The executable version (8.0.xx) and the database version do not match. Do you want the database brought up to date?*

4. Click **Yes**.

The Cornerstone Update window appears. All of the modules you installed are checked.

**Note:** If your practice uses the IDEXX SmartLink® In-House Lab module, you must shut down the IDEXX VetLab® Station (IVLS), Catalyst Dx® Chemistry Analyzer, SNAPshot Dx® Analyzer and Coag Dx™ Analyzer at this time to avoid errors while the database update program is running.

**Note:** If your images are being stored in a location other than your server, that workstation must be logged into Windows at this time (before updating the database) to avoid altering your Cornerstone default image location.

5. Click **OK** to start the database update process.

**Note:** Before the database update can begin, Cornerstone must first validate the directories required by Cornerstone. If any validation issues are encountered, a *Cornerstone directory validation* window appears. Review the information provided and then click **Close** and perform the suggested troubleshooting tasks. Click **Update** if you have completed the troubleshooting tasks and you are ready to update the Cornerstone database. If you need additional troubleshooting help, please contact Cornerstone Support (1-800-695-2877).

6. During the database update, the update program checks to verify the location of multiple folders. If the update detects any changes, you will be prompted multiple times to update the location. Click **Yes** at each prompt.

7. During the database update, the update program checks to verify the type of backup software installed on your server or stand-alone system.

- If the update program locates one of the supported backup software packages, select the appropriate backup software and click **OK**.
- If your practice uses other backup software, the software will continue to operate normally (your backup procedure will not change.) Click **OK** to continue with the update.

**Note:** For more information about the Backup Verification Assistant, see the *Cornerstone Administrator's Manual* or search on "backup verification" in the Cornerstone online Help.

8. When the database update is complete, click **OK**.

**Note:** The first time a staff member logs into Cornerstone after loading Cornerstone 8.0, the Physical Exam Upload window may prompt you to specify the name your practice uses for each of the given species. (If your practice has already established species links, this window does not appear.)

9. In Cornerstone, a Cornerstone Administrator will need to adjust your security settings so that the appropriate staff members can access the new Cornerstone 8.0 features. For more information, refer to the *Cornerstone Staff Security* instructions that were provided at the time of your Cornerstone software purchase.

## 5: Installation on Workstations

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The steps in this section apply to the following installation environments:

- New Cornerstone® workstations (Cornerstone has not been installed on this workstation before)
- Upgrades from Cornerstone 7.5 and prior versions
- Upgrades from Cornerstone 7.6

The installation process for first-time installations or upgrading from 7.5 and prior versions begins on this page. The process for upgrading from Cornerstone 7.6 begins on page 17.

### New Workstations OR Upgrades from Cornerstone 7.5 and Prior Versions

1. Insert the IDEXX Cornerstone® CD in the CD-ROM drive. If a CD-ROM drive isn't available or is not currently functioning, Cornerstone can be installed across the network by running the setup.exe file from a shared network folder.

If the CD does not automatically start, click the **Start** button and select **Run**. Type the letter of the CD-ROM drive followed by **:\setup.exe** (e.g., d:\setup.exe) and click **OK** to open the install program.

**Note:** The Cornerstone 8.0 installation loads the new **Install from Server** service on your system. For any future upgrades/updates/service packs installed *after* the initial 8.0 installation, the Install from Server service will automatically load the update files to the connected workstations. This will allow your practice to install and maintain your Cornerstone software practice-wide without requiring an administrator to log into each workstation and manually install from CD.

An Install IDEXX Cornerstone message asks whether you want to install Cornerstone now.

2. Click **Yes**.

The Extract Cornerstone Setup window appears and displays its progress while extracting the Cornerstone installation files.

3. When the Welcome window appears, click **Next**.
4. Click **I accept the terms of the license agreement** to accept the software license agreement, and then click **Next**.
5. On the Activation Key – Edit Data window, do one of the following:
  - *For upgrades:* If you are upgrading from a previous version of Cornerstone, the Clinic ID and Key will be filled in automatically. Click **Next**.
  - *For new installations or installations with a new key:* If Cornerstone has never been installed on this computer before, type your Clinic ID and Key and click **Next**.

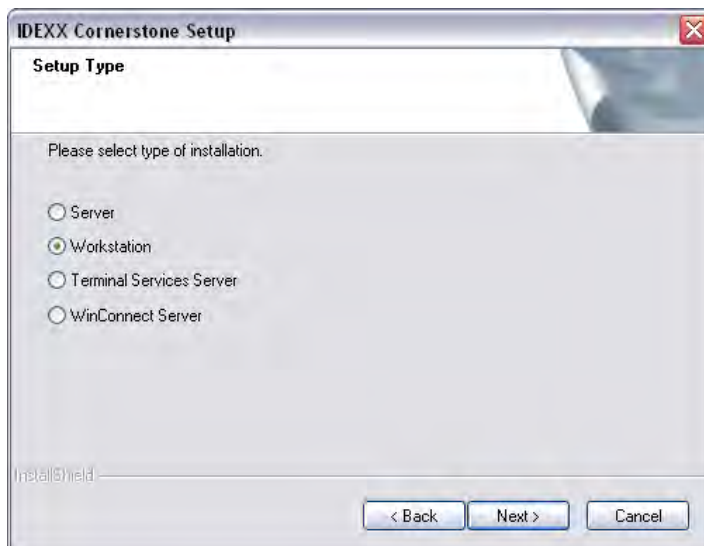
**Note:** If you do not know the Clinic ID or Key, you can acquire it from the server. To access this information, log into Cornerstone on the server, then go to **Help > About IDEXX Cornerstone** and click the **More** button.



The 'Activation Key' window has a title bar with a close button. Below the title bar is a section titled 'Edit Data' with a sub-header 'Enter requested data.' The main area contains a paragraph: 'Enter your clinic ID and activation key, then click Next to continue. A clinic ID and activation key can be obtained by contacting Technical Support at (800) 695-2877.' Below this are two text input fields: 'Clinic ID:' and 'Key:'. At the bottom left is the 'InstallShield' logo. At the bottom right are three buttons: '< Back', 'Next >', and 'Cancel'.

Activation Key – Edit Data window

- On the Setup Type window, if not already selected, select the **Workstation** installation type and click **Next**.

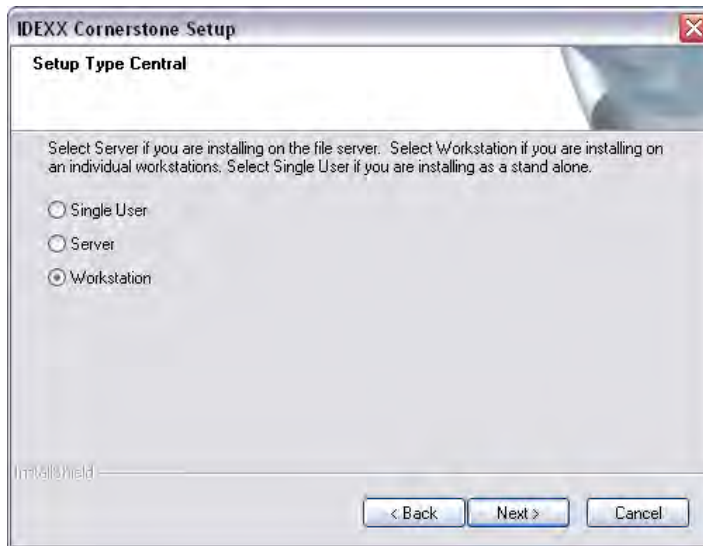


The 'IDEXX Cornerstone Setup' window has a title bar with a close button. Below the title bar is a section titled 'Setup Type' with a sub-header 'Please select type of installation.' The main area contains four radio button options: 'Server', 'Workstation' (which is selected), 'Terminal Services Server', and 'WinConnect Server'. At the bottom left is the 'InstallShield' logo. At the bottom right are three buttons: '< Back', 'Next >', and 'Cancel'.

Setup Type window



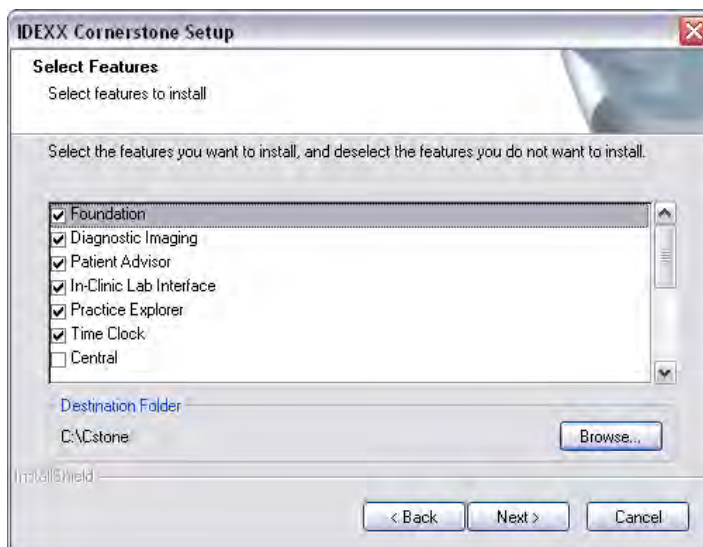
7. If you have purchased the Central/Remote module, the Setup Type Central window appears. On the Setup Type Central window, select the **Workstation** installation type and click **Next**.



Setup Type Central window (appears only for Central/Remote users)

The Select Features window appears.

8. On the Select Features window, scroll through the list of Cornerstone modules and ensure that the appropriate modules are selected (the Cornerstone modules you have purchased are automatically selected). We do not recommend deselecting any module.



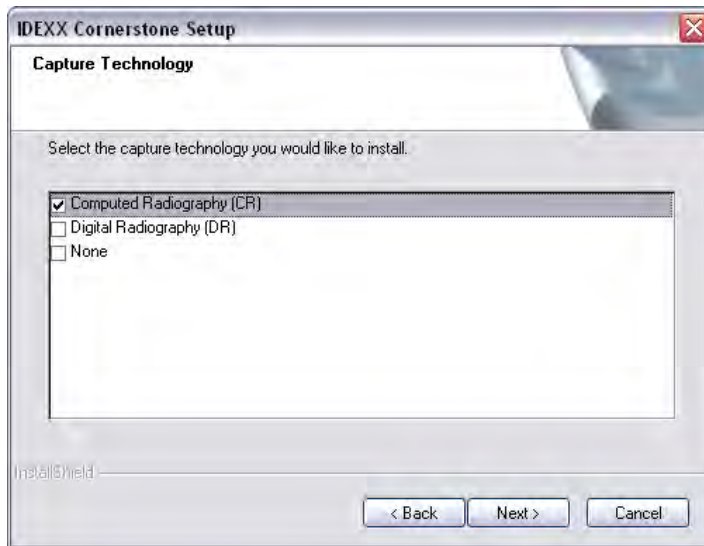
Select Features window for Cornerstone module installation

**Note:** If you are using Central/Remote, you must click the associated check boxes on the Select Features window. The Central/Remote features are not selected automatically based on the modules you have purchased.


9. Click **Next**.

10. If you have purchased an IDEXX Computed/Digital Radiography module, the Capture Technology window appears. On the Capture Technology window, do one of the following:

- *For an existing IDEXX Digital Imaging system:* If you are continuing to use an IDEXX CR/DR machine that has been used on this workstation with a previous version of Cornerstone, the capture technology will be selected for you automatically. Leave this selection at its auto-detected setting and click **Next**. Do not change the selection without consulting IDEXX Digital Imaging Customer Support at 1-877-433-9948.
- *For new installations of an IDEXX Digital Imaging system, on the workstation that is physically connected to the IDEXX CR/DR machine:* An IDEXX Digital Imaging technician should complete this step and the remaining steps necessary to install and configure your IDEXX Digital Imaging system.
- *For workstations that are **not** physically connected to the IDEXX CR/DR machine:* Select **None** and continue with step 12.



Capture Technology window (appears only for IDEXX Computed/Digital Radiography users)

**Tip:** After install, some images captured or imported prior to Cornerstone 7.5 may display with a “?” for the thumbnail in the Image Explorer. To replace the ? with an actual image thumbnail: Double-click on a ? thumbnail to open the image and then click **Edit Image Details** . Click **OK** on the Image Details dialog box, and then close the Image Viewer window. Click **Yes** to save changes. This will create a new thumbnail to display in the Image Explorer.

11. If you selected a capture technology type in the previous window, the Select IDEXX CR/DR Machine Type window appears. On the Select IDEXX CR/DR Machine Type window, do one of the following:

- *For an existing IDEXX Digital Imaging system:* If you are continuing to use an IDEXX CR/DR machine that has been used on this workstation with a previous version of Cornerstone, the machine type will be selected for you automatically. Leave this selection at its auto-detected setting and click **Next**.
- *For new installations of an IDEXX Digital Imaging system:* An IDEXX Digital Imaging technician should complete this step and the remaining steps necessary to install and configure your IDEXX Digital Imaging system.



Select IDEXX CR/DR Machine Type window (appears only for IDEXX CR/DR users)

12. The Start Copying Files window appears. Click **Next**.

**Note:** If a Windows File Protection message is displayed, click **Cancel** to the restoration of the original versions of these files and then click **Yes** that you are sure. These files will not affect stability; the files have been tested by IDEXX and are actually newer versions.

Installation begins. A window displays the installation progress.

13. If your system does not already have the Microsoft® .NET Framework 1.1 installed, a message appears asking if you would like to install it. Click **Yes** to install the Microsoft .NET Framework 1.1 package. Agree to the terms of the license agreement and click **Install**. When the .NET installation is complete, click **OK**.
14. On the Setup Complete window, click **Yes, I want to restart my computer now** and then click **Finish** to restart your computer.

## Upgrades from Cornerstone 7.6

When you previously installed Cornerstone 7.6 manually on the server *and* workstations, the Install from Server service was automatically loaded on each machine. The 7.6 installation put the service in place for future installations so that any future versions/updates/service packs need to be installed only on the server.

### Notes on Install from Server:

- The Install from Server service applies to version upgrades only (full release upgrades, minor version updates and service packs). It does *not* apply to new workstation installations of Cornerstone. New installations must be installed from CD or installed manually (by running the setup.exe file) from a shared network folder.
- The activation key will be acquired automatically from the server.
- On each workstation, the service will use the same install folder location that was used for previous Cornerstone installations on that workstation.
- When installing on a workstation connected to an IDEXX-DR™ or IDEXX-CR™ device, if the device was already set up in a previous install, it will use the previously selected device type. If the device was not set up in a previous install, the new Cornerstone version must be installed from CD or installed manually (by running the setup.exe file) from a shared network folder.

### Installing on Workstations Using Install from Server

**Note:** Before performing Install from Server updates, we recommend that you disable screen savers on all workstations to ensure that the updates can install without interruption.

1. Ensure that Cornerstone 8.0 has been installed on the server and that the Cornerstone database has been updated on the server.
2. On the workstation, double-click the **Cornerstone** icon on the desktop or select **Start > Programs > Cornerstone > Cornerstone** to launch Cornerstone.

The following message appears: *The Cornerstone server is running a more recent version of Foundation than this computer. An update was found on the server. Do you wish to install it now?*


3. Click **Yes**. Cornerstone closes and the new version is installed automatically from the server (you do not need to click through the usual installation wizard screens).

**Note:** If you click **No** when asked if you wish to install the update, Cornerstone closes. Cornerstone will not run on the workstation until the system detects that the workstation version matches the server version.

4. When the installation is complete, restart the workstation.

### Installing on Workstations from a Shared Network Folder

If you have problems installing on workstations using the Install from Server service (because of firewall or security issues, etc.), Cornerstone can be installed on the workstations across the network from a shared network folder.

1. Ensure that Cornerstone 8.0 has been installed on the server and that the Cornerstone database has been updated on the server.
2. On the workstation, browse to the \\server\cstoneshare\install\release shared network folder and double-click the **setup.exe**  icon.

**Note:** If your server name is something other than *server*, replace the word *server* with your server name. To check the server name: On the server desktop or **Start** menu, right-click the **My Computer** icon and select **Properties**. The server name can be found on the **Computer Name** tab, listed after *Full computer name*.)

3. Follow the prompts to install on the workstation.
4. When the installation is complete, restart the workstation.

## 6: Installation for the Mobile Computing Module

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### Installing Cornerstone 8.0 for the Mobile Computing Module

If you are using the Mobile Computing module, use the following instructions to install Cornerstone 8.0.

**Note:** See the *Cornerstone User's Manual* for additional information on using the Mobile Computing Module.

1. Bring all mobile computers into the practice. (If you cannot bring all mobile computers into the practice at the same time, see the "If You Cannot Bring Each Laptop/Tablet into the Practice" section that follows.)
2. Synchronize each mobile computer.
3. Remove each mobile computer from the Mobile Computing List by selecting **Undo mobile computer**.
4. At your practice, install Cornerstone 8.0 on your server and workstations according to the steps in the "4: Installation on a Server or Stand-Alone Computer" and "5: Installation on Workstations" chapters in this guide.
5. Install Cornerstone 8.0 on each laptop/tablet according to the steps in the "5: Installation on Workstations" chapter starting on page 12 in this guide.
6. Start Cornerstone on each laptop/tablet and create the mobile computer. (See the "Using the Mobile Computing Module" chapter in the *Cornerstone User's Manual* for information on creating a mobile computer in Cornerstone.)

### If You Cannot Bring Each Laptop/Tablet into the Practice

We strongly encourage you to bring all of the mobile computers into the practice at the same time to perform the Cornerstone 8.0 installation.

**WARNING:** If you do not bring in all mobile computers to be synchronized at the time of updating, you will be at risk of data loss given the issues that may occur on the mobile computers that were not present at the time of the update.

If it is not possible to bring all mobile computers into the practice at the same time, follow these instructions:

1. Bring in as many of your mobile computers as possible and follow the instructions in the previous "Installing Cornerstone 8.0 for the Mobile Computing Module" section.
2. As you are able, bring your other mobile computers into the practice for updating.

You will need to update your mobile database before synchronizing:

- a. On each mobile computer that has not yet been updated, install Cornerstone 8.0 according to the steps in the "5: Installation on Workstations" chapter starting on page 12 in this guide.
- b. After installation, start Cornerstone on the mobile computer. An alert will appear, informing you that your database needs to be updated. Click **Yes** to update the database. (If the update is not performed, Cornerstone will not function on this mobile computer and you will not be able to synchronize with the server.)

3. Synchronize the mobile computer with the server.
4. For any mobile computer that is not synchronized with the server before Cornerstone 8.0 is installed on the server, the first time you sync after installing 8.0 on the mobile computer, you will see a duplicate client error for EMR\_CLT and a duplicate patient error for EMR\_PAT. To solve this problem, do the following:
  - a. In order to complete the synchronization, enter a new patient ID and a new client ID (you will need to delete these IDs in the next step, so you may want to write them down for easy reference).
  - b. Log into Cornerstone on the server and delete the new patient ID and client ID (using **Lists > Patient** and **Lists > Client**). Note that the patient ID must be deleted first, as you cannot delete a client ID that has a patient ID associated with it.

**Note:** Do not delete the EMR\_CLT or EMR\_PAT IDs from the mobile computer or the server.

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